

A data driven communication system has three layers consisting of destination, people or network nodes, and devices. Software agents represent the entities of these layers and relationships between agents are defined by policies or chains of policies. These relationships are used to determine communication paths within the system as well as features associated with a particular communication. A database representation of the objects (agents and policies) is used to configure the system and receive updates to the system by an administrator. A graphical user interface can be used to enter data into the database and facilitates an intuitive understanding of the nature of the relationships involved.